

# #ThinkSmiths

Smith's Environmental Products | Issue 1 | November 2017 | SmithsEP.co.uk



## Product NEWS

Updates on new products including Pedestal range and ES circulation pump

## Technical NEWS

From Simon Butcher - Senior Technical Services Manager

## Factory NEWS

ISO-9001-2015 has been achieved by Smith's Quality team

## NEW Faces

Smith's extends its team



# WELCOME

Welcome to the first edition of the #thinksmiths newsletter which we will update you regularly with the latest news about Smith's and provide you with useful information about our new products, people and share some tips about heating spaces with our products.

If you would like to receive future editions of this newsletter please email [marketing@smithsep.co.uk](mailto:marketing@smithsep.co.uk) as it will be sent electronically

## Product NEWS

### A new range of pedestal radiators

The pedestal comes in three stylish designs, Kiosk, Trafalgar and Tube. The product is designed to be installed at floor level beside large floor to ceilings windows to reduce the problem of condensation. They can also be installed as a decorative solution to heating spaces being placed against the wall. These products are natural convector heaters and work by air convection currents passing through the high efficiency aluminium finned copper tube heat exchanger through which hot water passes supplied by your central heating system. They are designed for use on standard two-pipe pumped central heating systems.

The three distinctive designs Kiosk, Trafalgar and Tube provide classic solutions to heating spaces. Each version is available in 4 lengths from 500mm to 2000mm with heating outputs up to 2.0 kW/hour.

For more information: <http://smithsep.co.uk/products/pedestal-radiators/>



**Kiosk**  
Rectangular design

**Trafalgar**  
Larger rectangular design

**Tube**  
Tubular design

### A new highly efficient heating pump - Smith's ES (Energy Saving) Range

Smith's domestic ES circulating pump range is a wet rotor high efficiency circulating pump driven by an inverter controlled EC permanent magnet synchronous motor.

#### Key features:

Energy saving - Compared to the market leading competitor's comparable pump the ES2 is 15% more efficient. The ES2 pump has an index of energy efficiency of 0.20 compared to 0.23 of competitors.

INVERTER TECH technology allows the circulator to change rotating speed. The microcontroller built in the electronic control system contains a fully automatic speed control system able to adapt to the changing needs of the system. The circulator delivers the performance you need with minimum energy consumption.

5-years guarantee.

Automatic Rotor Unlocking Program. ES2 senses when the rotor is jammed and starts an automatic unlocked blocking sequence.

Venting Detection. When the ES2 senses the presence of air in the system it has special software system that starts a procedure to make it easier to vent the system.

Water and dust ingress protection. Both E2 models have IP44 protection.



For more information: <http://smithsep.co.uk/products/taco-circulators/>

# Technical NEWS

Our Senior Technical Services Manager - Simon Butcher shares some tips about heating and cooling spaces with our products



**1** Trench heating and products like Smith's new Pedestal range add a real touch of class to a building. However, depending on the size of the room you may require some additional heating that is also discreet and in no way affects the room's aesthetics. In these cases, I recommend the use of our Caspian UVC, installed above a ceiling tile grid. This offers huge flexibility in positioning inlet and outlet vents and allows for situations such as office layout changes, where vents are easily moved to suit the new circumstances. Furthermore, this provides the most cost effective heating solution. If you don't want to run ducting, or where the void above the tile grid is limited, the Caspian Skyline would be a great choice.

The Skyline product is new to the Caspian range and only protrudes 205mm above the grid. Furthermore, the pipework and electrical connection are on the side, so no additional clearances are required above it.

**2** If you're not sure ask. One of the things Smith's is renowned for is its friendly and helpful ethos and we sell thousands of products a year because of this. Although it's great to receive an order for our products and to dispatch them, we always want to go further than this. We strive to make sure the correct products and control system have been chosen for the application.

Both myself and my team work with end users, consultants, installers and merchants to make sure the right products and most cost effective solution is used. It never hurts to get a different perspective, so please don't hesitate to pick up the phone or email, if you'd like support on a project large or small.

For more information: <http://smithsep.co.uk>



## NEW Faces

### Smith's extends its sales and support team

Over past few months Smith's have been strengthen their team as part of the growth ambitions. Joining the team in the North West as Regional Manager is Lee Nickless.

Also joining Smith's is Jon Goring in the London and South East concentrating on Specifiers.

Dave Slevin is also new member of the saleteam. He is also managing the London and South East concentrating more on Contractors.

All three new members of the sales team bring a wealth of knowledge to Smith's with a great deal of experience in the Heating sector.

We also have a new member of the Sales Support function based in the office. Hannah McNab joins the marketing support team.



Lee Nickless  
Regional Manager - North West  
07795 554192  
Lee.nickless@smithsep.co.uk



Jon Goring  
Regional Manager (Specifiers) - London and South East  
07468 474403  
Jon.goring@smithsep.co.uk



Dave Slevin  
Regional Manager (Contractors) - London and South East  
07884 736789  
Dave.slevin@smithsep.co.uk



Hannah McNab  
Technical Services Coordinator  
Hannah.mcnab@smithsep.co.uk

## Factory NEWS

### ISO 9001 (2015) awarded

The Quality team at Smith's Environmental Products Ltd was audited on the 4th October 2017 to achieve the new ISO-9001-2015 Certification.

The team of Ron Brown and David Green passed the audit with no non-conformities and was accredited the new standard certification.

With a deadline of three years to complete, this was an amazing result achieved in just 18 months of hard work, scrutinizing the new manual and adapting the accompanying documents. It was a great achievement for Smith's and the team, bringing us up to the latest standard and assuring our customers receive the best experience possible.



### Happy to help

Smith's Environmental Products Ltd is one of the leading manufacturers of heating and cooling products in the UK.

We are committed to achieving the highest standards and our faith is supported by a free five year parts and labour guarantee with every product. Our customer service is second to none and we are happy to offer any help and guidance that you might need.

### Contact us...

For product information, customer services or sales support call us on +44 (0) 1245 324900

For the Republic of Ireland, contact MT Agencies on 01 864 3363

Sales:  
sales@smithsep.co.uk

General information:  
info@smithsep.co.uk

@SmithsEP\_UK

#ThinkSmiths